

CITY OF COLUMBIA
SERVICE GUIDE

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YOUR
CITY**



We Are Columbia



#ENVISIONCOLUMBIA



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COLUMBIA MAYOR & CITY COUNCIL

SEATED:

Councilman Sam Davis, Mayor
Stephen K. Benjamin and
Councilwoman Tameika Isaac Devine

STANDING:

Councilman Edward McDowell, Jr.,
Councilman Moe Baddourah,
Councilman Howard Duvall, Jr. and
Councilman Daniel Rickenmann



MAYOR & CITY COUNCIL

STEPHEN K. BENJAMIN MAYOR

TERM: 01/01/14 - 12/31/17
PHONE: 803-545-3075

SAM DAVIS COUNCILMAN - DISTRICT I

TERM: 01/01/14 - 12/31/17
PHONE: (803) 315-5718

TAMEIKA ISAAC DEVINE COUNCILWOMAN - AT- LARGE

TERM: 01/01/14 - 12/31/17
PHONE: (803) 254-8868

MOE BADDOURAH COUNCILMAN - DISTRICT III

TERM: 01/01/16 - 12/31/19
PHONE: (803) 318-3111

HOWARD E. DUVALL, JR. COUNCILMAN - AT-LARGE

TERM: 01/01/16 - 12/31/19
PHONE: (803) 238-6875

EDWARD H. McDOWELL, JR. COUNCILMAN - DISTRICT II

TERM: 01/01/16 - 12/31/19
PHONE: (803) 545-3061

DANIEL RICKENMANN COUNCILMAN - DISTRICT IV

TERM: 01/01/17 - 12/31/17
PHONE: : (803) 920-9541



SEATED:
City Manager Teresa Wilson

STANDING:
(L-R): Assistant City Manager
Missy Gentry, Sr. Assistant
City Manager S. Allison Baker
& Chief Financial Officer /
Assistant City Manager Jeff

EXECUTIVE MANAGEMENT

TERESA WILSON
CITY MANAGER

S. ALLISON BAKER
SENIOR ASSISTANT CITY MANAGER

MELISSA S. GENTRY
ASSISTANT CITY MANAGER

JEFF PALEN
ASSISTANT CITY MANAGER

Phone: (803) 545-3000
Address: City Hall,
1737 Main Street,
Columbia, SC 29201

ANIMAL SERVICES

The City of Columbia **Animal Services Division** is responsible for enforcing the City's animal control ordinance, which mandates that all citizens license their animals. We are charged with the humane care and euthanasia of unwanted pets in the City and Richland County. We operate a facility that serves as a public place to surrender or adopt pets at our new state of the art adoption facility.

Phone: (803) 776-PETS (7387)

Address: 127 Humane Lane, Columbia, SC 29209

Hours: Monday - Friday 8:30 a.m. - 5 p.m.

Saturday 9 a.m. - 4 p.m.

Web: www.columbiasc.net/animal-services

Email: animal@columbiasc.net



BUSINESS LICENSE

The **Business License Division** assists business owners in obtaining their business licenses as well as a multitude of other services. We issue permits for various events, such as group events, single event permits, garage sales, busker permits, extended operating hours permits and vehicles for hire permits.

Phone: (803) 545-3345

Address: 1136 Washington Street, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/business-licensing

COLUMBIA RICHLAND 9-1-1 COMMUNICATIONS

The **Columbia-Richland 9-1-1 Communications Center** provides 24/7/365, 9-1-1 Emergency Dispatch and Public Service response to citizens and user agencies for the City of Columbia and Richland County.

Services provided includes, emergency and non-emergency requests for service, dispatch of Law Enforcement, Fire Department and Emergency Medical Services for the City of Columbia and Richland County.

Phone: (803) 988-8005 (Admin)

(803) 252-2911 (Dispatch- non- emergency)

Address: 1800 Laurel Street, Columbia, SC 29201

Hours: Monday - Friday 8:30 a.m. - 5 p.m.

Saturday 9:00 a.m. - 4 p.m.

Web: www.columbiasc.net/911/about-911

COLUMBIA - RICHLAND ALERTS (C.R.A)

The City of Columbia and Richland County have established an alerts program designed to provide you with time-sensitive information for public safety and community awareness. To ensure that we can reach you with the information you need, when you need it, this notification system enables us to provide you with critical information quickly with a variety of contact preferences.

CRA Registration: www.columbiasc.net/911/citizens-alerts

ALERTS

- **Public Safety**
- **Power Outages**
- **Missing Persons**
- **Community Events**
- **Road Closures**
- **Public Hearings**
- **Traffic Safety**
- **Waste/Sewer**



COMMUNITY DEVELOPMENT

We are the fuel supporting the local economy by providing resources and opportunities for growth. **Community Development** administers federal, state and local funding and ensures compliance. Community Development programs increase homeownership and build neighborhood capacity while offering excellent customer service.

Phone: (803) 545-3373

Address: 1225 Lady Street, Suite 102, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/community-development

CUSTOMER CARE CENTER

Customer Care Center assists customers with utility billing inquiries, takes customer concerns or questions for the City and directs these concerns to the appropriate department.

Phone: (803) 545-3300

Address: 1136 Washington Street, Columbia,- SC 29201

Web: columbiasc.net/customer-care

Online Services Requests:

www.columbiasc.net/customer-care/servicerequests

DREW WELLNESS CENTER

At the **Charles R. Drew Wellness Center**, health is our top priority and excellent service is our goal. The vision of our Wellness Programs is to assist City of Columbia residents in better understanding and managing their health by creating an environment that supports positive health practices and offers opportunities for individuals to optimize their health.

Phone: (803) 545-3200

Address: 2101 Walker Solomon Way, Columbia, SC 29204

Hours: Monday - Thursday 5:30 a.m. – 9 p.m.

Friday 5:30 a.m. – 8 p.m.

Saturday 8 a.m. – 6 p.m.

Sunday 2 p.m. – 6 p.m.

Web: www.columbiasc.net/drew-wellness



ECONOMIC DEVELOPMENT

The **Office of Economic Development** serves as a catalyst in helping companies identify and capitalize on new business opportunities. Our primary goal is to help local companies be competitive in the global market as effectively and efficiently as possible, and to know that the City of Columbia is a great place to operate a business.

Phone: (803) 734-2700

Address: 1201 Main Street, Suite 250, Columbia, SC 29201

Email: development@columbiasc.net

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: columbiasc.net/economic-development



EMERGENCY MANAGEMENT

The **Office of Emergency Management** is a leading service in ensuring public safety and a safer city as the City leads the way in innovative and high quality services utilizing best practices in “all-hazards” emergency management. We focus on preparedness, response, recovery and mitigation, while establishing the central priorities of saving lives, stabilizing incidents, protecting property and providing for basic human needs.

Phone: (803) 545-4296

Address: 1225 Lady Street, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/emergencymanagement

Email: coceoc@columbiasc.net

EMPLOYMENT

The City of Columbia's **Human Resources Department** is always recruiting great people to fill our available positions, which cover a wide variety of industries and skill sets. If you are looking for a dynamic organization focused on providing exceptional services to citizens and visitors, the City of Columbia offers competitive compensation and a benefits package.

Phone: (803) 545-3010

Address: 1225 Lady Street, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/employment

FIRE

The **Columbia Fire Department** is responsible for enforcing fire codes, providing public fire safety education programs, investigating arson and responding – fast – not only to fires, but also to rescue situations, hazardous materials, leaks and natural

Phone: (803) 545-3700

Address: 1800 Laurel Street, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: columbiarichlandfire.net



FORESTRY & BEAUTIFICATION

The City of Columbia maintains a Landscape and Tree Ordinance in order to protect and enhance the City's greenscape. The City's **Forestry & Beautification Department** maintains City trees, gateways and landscaped medians to ensure safety and to increase the quality of life for residents and visitors.

Phone: (803) 545-3860

Address: 2910 Colonial Drive, Columbia, SC 29203

Email: forestry@columbiasc.net



OFFICE OF BUSINESS OPPORTUNITIES

(SMALL BUSINESS DEVELOPMENT)

The **Office of Business Opportunities (OBO)** has three divisions that are designed to help meet the needs of small, minority and women-owned businesses in the City of Columbia: (1) Commercial Lending; (2) Technical Assistance, Education and Advocacy; and (3) Contractor and Supplier Diversity. Through these divisions, the City offers commercial loans, facade loans/grants, workshops and training, specifically for small businesses.

Phone: (803) 545-3950

Address: 1225 Lady Street, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/obo

Email: obo@columbiasc.net

PARKING SERVICES

The City of Columbia **Parking Services Department** provides citizens, businesses and visitors with parking programs for on-street, garage and lot parking; enforcement of parking regulations; assistance with neighborhood parking problems; and works with the City's economic development offices to assist in providing parking for businesses.

PARKING PERMITS

The **Parking Services Department** issues loading zone permits, residential parking district permits and valet parking permits. These permits must be obtained in person at 820 Washington Street.

PARKING TICKET PAYMENT OPTIONS:

Parking App:

Download the City's Passport Parking App from Google Play or the Apple Store to pay your meter directly from a mobile device.

Online:

www.columbiasc.net/tickets

In-Person:

1136 Washington Street, Columbia, SC 29201

Phone: (803) 545-3362

Address: 1111 Parkside Drive, Columbia, SC

Mail: City of Columbia Parking, Post Office Box 7997,
Columbia, SC 29202-7997

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/parking



PARKS & RECREATION

The City of Columbia **Parks and Recreation Department** has 60 diverse facilities and green spaces in its park system, providing a wide variety of activities. City parks are open year-round for your enjoyment. The Parks and Recreation Department offers diverse, community-wide programs to fulfill the recreational needs of youth, seniors and adults. Our programs include afterschool, community gardens, cultural arts, athletics, summer camps and youth programs.

FACILITY RESERVATIONS

The Parks and Recreation Department provides exceptional rental facilities and outdoor spaces at affordable prices, each offering various amenities. Our facilities are available for events such as family reunions, weddings and receptions, board meetings, retreats, anniversaries, birthday parties, festivals, concerts and much more.

PARKS

Neighborhood parks feature a variety of outdoor leisure excursion opportunities. We also offer seasonal programs and activities catered to individuals, families and large groups that wish to engage in wholesome recreational experiences. These parks offer residents and visitors the opportunity to enjoy open space, playgrounds, picnic shelters, walking trails and entertainment venues.

From the heart of downtown Columbia to the banks of the Broad, Saluda and Congaree Rivers, to the outermost ends of the City, you can enjoy the beauty and serenity of our wonderful regional parks.

Although all of our parks are special in one way or another, some of them have truly unique features. These specialty parks are scattered throughout our city, and are attractions for very specific populations with very specific interests.



RECREATION CENTERS

Neighborhood Recreation Centers are nestled in various neighborhoods throughout the City of Columbia to cater to the families that reside within each community. The centers have 1500-2400 square feet of space, each including a multipurpose room, kitchen and restrooms. Select recreation centers offer an outdoor area and after-school care throughout the school year from 2 p.m. – 6p.m.

Community Recreation Centers each have a full-size gymnasium for multiple uses including athletics, exercise programs and special events, as well as multi-purpose areas.

Phone: (803) 545-3362

Address: 1111 Parkside Drive, Columbia, SC 29203

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/parks-recreation

PLANNING & DEVELOPMENT SERVICES

The **Planning and Development Services Department** handles a variety of land development and property issues, from the issuance of building permits to inspecting buildings for a business license.

Development Center:

The Development Center provides one point of entry for construction review and permitting. The staff shepherds projects, from plan submittal to permitting, ensuring that reviews are completed concurrently where possible.

Building Inspections:

The Building Inspections Division reviews, plans and monitors construction work to ensure it conforms to established building codes and regulations. Staff also provides inspections for businesses when they move or open in a new location to make sure the space is safe and meets building codes.

Planning:

The Planning Division facilitates and implements long and short-range plans for the City, its business districts, corridors and neighborhoods. This division also provides staff support to the Planning Commission and the Design/Development Review Commission, which includes historic preservation and urban design.

Zoning/Land Use:

The Zoning Division administers the zoning and land development regulations for the City. These cover issues such as where certain uses can be established, the subdivision of land, the size and placement of buildings, parking requirements and more. Staff also provides support to the Board of Zoning Appeals.

Board of Zoning Appeals: (803) 545-3333

Design/Development Review: (803) 545-2222

Planning Commission: (803) 545-3333

Zoning: (803) 545-3333

Planning and Preservation: (803) 545-3222

Address: 1136 Washington Street, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/planning-development



POLICE DEPARTMENT

The **Columbia Police Department** is an integral part of the community and it's very important that our community feels connected to the police department. The nearly 400 officers are well educated, well trained, motivated to serve and, above all, respectful of the people they are sworn to protect.

Phone: (803) 545-3500

Address: 1 Justice Square, Columbia, SC 29201

Web: www.columbiapd.net

PROCUREMENT & CONTRACTS

The City of Columbia's **Department of Procurement and Contracts** is responsible for overseeing all aspects of the City's procurement and contracting process. The department coordinates with other departments and divisions citywide to identify the most appropriate procurement delivery and source selection method for acquiring goods and successfully contracting for services. The department's goal is to assist its customers through the use of model procurement strategies and best practices in the governmental purchasing sector. The staff also strives to ensure timely delivery of products and services by utilizing the most efficient and effective means of delivery necessary to support all operations of the City while maintaining the highest standard of integrity and ethical conduct. The department looks forward to serving you!

Bidding Opportunities:

<https://columbiasc.ionwave.net>

Phone: (803) 545-3470

Address: 1800 Main Street, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: <http://www.columbiasc.net/purchasing>

Email: procurement@columbiasc.net

contracts@columbiasc.net



PROPERTY MAINTENANCE (CODE ENFORCEMENT)

The **Property Maintenance Division** requires proper maintenance of all “single family” and “two family” residential buildings for the protection of public health, safety and welfare.

Enforcement activities include, but are not limited to, overgrown yards or vacant lots, abandoned/derelict vehicles, illegal dumping, roll carts and substandard houses or accessory structures in need of repair or demolition. Without voluntary abatement, compliance is achieved by administrative or court action.

Phone: (803) 545-3430

Address: 1136 Washington Street, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/code-enforcement



PUBLIC & MEDIA RELATIONS

The City of Columbia **Public and Media Relations Department** is the “voice” that informs the City of everything that happens, everything that’s about to happen and how to access virtually every service, system and opportunity available in our community.

We’re the City’s communicators - in print and on video, at press conferences and in media releases, via e-blasts and web content and through any other channels that suit the subject, the audience and the deadline at hand.

In short, we are the invaluable knowledge connection that keeps everyone in touch with the fact that “We Are Columbia.”



City TV:

Within City limits, Time Warner Cable Channel 2 broadcasts content, which includes City Council meetings, public service announcements, press conferences, special programming and more.

Now Available on City TV:

City View

Our monthly news magazine show is broadcast on “City TV” and available on the City’s YouTube page. The show focuses on providing highlights of what’s happening in Columbia.

City Talk

Broadcast as a weekly radio show/podcast, “City Talk” features important City information, initiatives, partner events and more. The show is also available on SoundCloud and YouTube.

Columbia in the News

You can view entire press conferences and get in-depth information about many City of Columbia events with “Columbia in the News.” This show is also available to watch on YouTube and Facebook.

Know Your City

Get to know your City departments and the work they do by watching “Know Your City.” From Animal Services to Utilities and Engineering, City departments work hard every day to improve the lives of Columbia residents. This show is available on CityTV, YouTube and Facebook.



Connecting Our Community Through Communications

Let's Stay Connected:

City PR Website: www.columbiasc.net/pr

City Website: www.columbiasc.net

City TV: www.columbiasc.net/citytv

City Events Calendar: www.columbiasc.net/calendar

Phone: (803) 545-3020

Address: 1737 Main Street, Columbia, SC 29201

Email: pio@columbiasc.net

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Twitter: @CityofColumbia

Facebook: <https://www.facebook.com/CityofColumbia/>

Instagram: @WeareColumbia

STREETS (MAINTENANCE)

The City maintains approximately 30 percent of the streets within the City limits; the South Carolina Department of Transportation (SCDOT) maintains the remainder. Requests for street and/or sidewalk maintenance may be submitted online.

Phone: (803) 545-3430

Address: 2910 Colonial Drive, Columbia, SC 29203

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/streets/who-maintains-mystreet

Street Closings: www.columbiapd.net/request-street-closure.html

Flood Prone Streets and Intersections: www.columbiasc.net/streets/flood-prone

TRAFFIC

Street Signal Maintenance:

www.columbiasc.net/traffic-engineering/signal-maintenance

Neighborhood Traffic Control:

www.columbiasc.net/traffic-control

Street Banner Program:

www.columbiasc.net/street-banner

Phone: (803) 545-3850

Address: 2910 Colonial Drive, Columbia, SC 29203

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/traffic-engineering

SOLID WASTE & RECYCLING

The **Solid Waste and Recycling Division** services include collection and disposal of garbage, recycling and yard waste within the corporate city limits.

Waste Wizard App:

Download the City's Waste Wizard App from Google Play or the Apple Store. Get a customized calendar notification for the recycling schedule and learn how to recycle items with the Waste Wizard App.

Garbage: (803) 545-3800

Recycling: (803) 545-3800

Address: 2910 Colonial Drive, Columbia, SC 29203

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/solid-waste

Email: sanitation@columbiasc.net

UTILITIES & ENGINEERING

(WATER & SEWER)

The **Department of Utilities & Engineering** maintains the City's drinking water supply, collects and treats the City's wastewater, designs and oversees construction of many City construction projects and performs other related duties.

Drinking Water: www.columbiasc.net/drinking-water

Stormwater: www.columbiasc.net/stormwater

Wastewater: www.columbiasc.net/wastewater

Water and Sewer Taps: www.columbiasc.net/taps

Phone: (803) 545-3400

Address: 1136 Washington Street, Columbia, SC 29201

Web: www.columbiasc.net/utilities-engineering

Hours: Monday - Friday 8:30 a.m. - 5 p.m.

Email: customercare@columbiasc.net

FREQUENTLY DIALED NUMBERS

For Emergencies: Dial 911

Abandoned Vehicles.....	(803) 545-3300	Loans/Housing.....	(803) 545-3373
Animal Services.....	(803) 776-7387	Marriage Licenses.....	(803) 576-1963
Art Center.....	(803) 545-3112	Mayor's Office.....	(803) 545-3075
Building Permits.....	(803) 545-3420	Municipal Court.....	(803) 545-3150
Business License.....	(803) 545-3345	Office of Business Opportunities.....	(803) 545-3950
Chamber of Commerce.....	(803) 733-1110	Overgrown/Vacant Lots.....	(803) 545-3432
City Hall.....	(803) 545-3000	Parking Tickets.....	(803) 545-3362
City Manager's Office.....	(803) 545-3026	Parks and Recreation.....	(803) 545-3100
CPAC.....	(803) 545-2722	Planning and Development.....	(803) 545-3222
Columbia Development Corp.....	(803) 988-8040	Police Department.....	(803) 545-3500
Columbia Music Festival Assoc.....	(803) 771-6303	Post Office.....	(800) 275-8777
Community Development.....	(803) 545-3373	Potholes.....	(803) 545-3790
Crime Prevention.....	(803) 545-3555	Property Tax (Richland County).....	(803) 576-2250
Customer Care Center.....	(803) 545-3300	Public and Media Relations.....	(803) 545-3020
Development Services.....	(803) 545-3420	Recycling.....	(803) 545-3800
Drew Wellness Center.....	(803) 545-3200	Richland County Info.....	(803) 929-6000
Drivers' Licenses.....	(803) 896-5000	State Government Info.....	(803) 896-0000
Economic Development.....	(803) 734-2700	Streets Division.....	(803) 545-3790
Emergency Preparedness.....	(803) 545-3500	Traffic Engineering.....	(803) 545-3850
Engineering.....	(803) 545-3400	Trees (Forestry).....	(803) 545-3860
Environmental Control.....	(803) 545-3430	Vehicle Registration.....	(803) 896-5000
Finance.....	(803) 545-3325	Vital Statistics.....	(803) 898-3630
Fines and Bonds.....	(803) 545-3140	Voter Registration (Lexington).....	(803) 785-8361
Fire Department.....	(803) 545-3700	Voter Registration (Richland).....	(803) 576-2240
Floodplain Management.....	(803) 545-3400	Wastewater Maintenance.....	(803) 545-3300
Garage Sales.....	(803) 545-3345	Water and Sewer Taps.....	(803) 545-3400
Garbage & Trash Pickup.....	(803) 545-3800	Water Bills.....	(803) 545-3300
Homeland Security.....	(803) 545-3118	Water Distribution.....	(803) 545-3400
Homeless Services.....	(803) 799-3853	Water Testing.....	(803) 545-3400
Human Resources.....	(803) 545-3010	Zoning.....	(803) 545-3333
Inspections Department.....	(803) 545-3420		
LGBT Liaison.....	(803) 545-4265		



PUBLIC AND MEDIA RELATIONS DEPARTMENT

(P) 803-545-3020 | (F) 803-343-8719 | pio@columbiasc.net | www.columbiasc.net



